



Culture Change: How you can plant seeds for the future

“We did the best we could with what we knew, when we knew better, we did better” Maya Angelou



What is Culture Change?

- Transforming long-term care facilities through Person-Directed Values and Practices where the voices of the Individual Residents, and those closest to them, are honored and respected.



This Horse Won't Go!

- The proverbial dead horse



What we do when we discover we are riding a **dead horse** -

- Buy a stronger whip
- Change riders
- Say “this is the way we’ve always ridden a dead horse”
- Appoint a committee to study the dead horse
- Arrange a visit to see how others ride dead horses
- Create an education program to improve riding skills
- Declare “this horse is not dead”
- Promote the horse to a supervisory position



Culture Change Value statements

- Know each person
- Each person can and does make a difference
- Relationships are the fundamental building block of a transformed culture
- Respond to the spirit, as well as mind and body
- Risk taking is a normal part of life.
- Put the Person before the task



Value Statements continued

- All Individuals are entitled to self-determination, independence and choice wherever they live
- Community is the cure for institutionalization
- Promote the growth and development of everyone in the facility.
- Recognize that culture change and transformation are not destinations but a journey, always a work in progress



Old system Vs. Culture Change

- Breakfast- residents get up early and wait in the dining room
- Bathing- Showers with hoses and stalls, hurried so everyone gets finished
- Staff- rotating staff always a new face
- Breakfast- served at the time a resident requests it.
- Bathing- use of whirlpool, towel warmers, relaxed enjoyable time
- Staff- same staff so relationships are developed.



Culture Change Best Practices

- 60% reduction of in-house pressure ulcers
- 25% reduction in the total number of bedfast residents
- 18% reduction in the use of restraints
- 87% reduction in use of anti-anxiety PRN meds
- 100% reduction in use of routine anti-psychotics
- 100% reduction in the use of sedative hypnotics

Culture Change Best Practices

- 73% reduction of incident reports
- 7% *increase* in self-administration of meds
- 50% *increase* of residents' activity levels
- greater than 100% *increase* in social interactions involving residents
- 59% reduction in staff absenteeism (the leading overall cause of employee termination)
- greater than 35% reduction in turnover (the average facility spends around \$250,000 each year on employee turnover, so a savings of 35% translates to *more than \$85,000*--not to mention money saved from reducing agency staffing and sign-on bonuses, which were eliminated)



Ombudsman work to ensure...

- Individuals who live in LTC facilities will exercise their rights and make choices that will enable them to function at their highest level and enjoy life to its fullest – whatever they determine that to be.

Focus of the Ombudsman program

1. Resident empowerment
2. Awareness of Residents' rights
3. Education for families about LTC
4. Awareness and education about the Ombudsman program
5. Share tools/ideas for facilities to improve



Federal Nursing Home Regulations that support Culture Change

- 483.15 **Quality of life.** A facility must care for its residents in a manner and in an environment that promotes maintenance or enhancement of each resident's quality of life.
- (a) ***Dignity.*** The facility must promote care for residents in a manner and in an environment that maintains or enhances each resident's dignity and respect in full recognition of his or her individuality.
- (b) ***Self-determination and participation.***



Federal Regulations

- The resident has a right to a dignified existence, self-determination, and communication with and access to persons and services inside and outside the facility.
483.10

A serene landscape featuring a wooden picnic table on a sandy shore next to a calm lake. The scene is surrounded by lush green trees and foliage, with the water reflecting the surrounding greenery. The word "IMAGINE" is written in large, white, sans-serif capital letters across the top center of the image.

IMAGINE

Facilities where people go to live, grow and learn
Staff turnover is no longer a problem
Having a waiting list for residents and staff members
The type of facility you want to live in if you need long-term care.



How can you promote Culture Change?

- Join your **state** Culture Change Coalition
- Educate yourself and others
- Start with small things
- Share your ideas for improving the Quality of Life for Residents
- Ask Residents for input on changes before implementation
- Work to make this facility somewhere that you would like to live
- Contact mlakespencer@nccnhr.org for more information about Culture Change

Let no one come to you, without
leaving better and happier.
Mother Teresa



Culture Change resources

- Pioneer Network
- “Old Age in the New Age” Beth Baker
- Books by William Thomas, MD
- Joanne Rader “Bathing without a battle”
- NCCNHR- The National Voice for Quality Long-term Care
- National Ombudsman Resource Center